C50XFR SERIES

QUICK SETUP GUIDE

Home & Business

SECURITY SYSTEMS

What's in the Box

Package Contents

DISCLAIMER: *The exact components of your system, images and quantities may vary depending on your model number. While these may vary, this QSG will address the setup and initial configuration of your DVR and cameras.*

DVR

Camera(s)

60 ft. Video/Power Cables
(1 cable per camera)

Power Splitter(s)
(1 per 4 cameras)

6 ft. HDMI (x1)

DVR Power Adapter (x1)

Camera Power Adapter(s)
(1 per 4 cameras)

6 ft. Ethernet (x1)

Safety Sticker (x3)

USB Mouse (x1)

Items Not Included

Monitor   Router

NOTE: Monitor is required for initial setup.

Mounting Hardware

IMPORTANT: For best results, use all the included Night Owl accessories. Third-party accessories may not work properly.

Connecting Your System

HDMI

NOTE: Monitor is required for initial setup. To view cameras, TV/Monitor must be tuned to the same Input the HDMI is plugged into.

1 Plug included HDMI cable into the HDMI port on the back of the DVR.

2 Plug the other end of the HDMI cable into the back of the TV or Monitor.

USB

3 Plug the USB mouse into the USB port on the back of the DVR.

ETHERNET

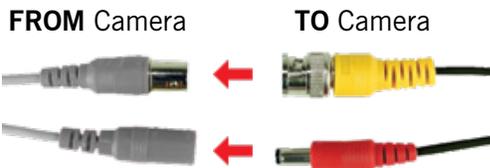**4** Plug the included Ethernet cable into the LAN port on the back of the DVR.

(Router Not Included)

ETHERNET

5 Plug the other end of the Ethernet cable into a numbered port on the back of the router.

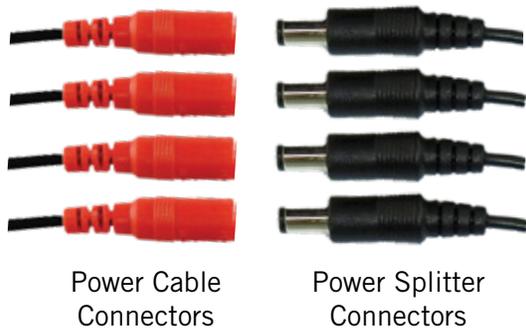**DISCLAIMER:** *Camera/cable quantities may vary.*

STOP: BEFORE installing, test each camera locally to confirm they function properly.

2

FROM Camera   **TO** Camera

6 Connect the ends of the cable attached to the camera to the ends of a video/power cable labeled **TO CAMERA ONLY**.

7 Connect the BNC connector of the video/power cable labeled **TO DVR ONLY** to an open video input on the DVR.

Power Cable Connectors

Power Splitter Connectors

Camera Power Adapter

Power Splitter

(Surge Protector Not Included)

8 Connect the red female power leads of the video/power cables to the male power splitter ends.
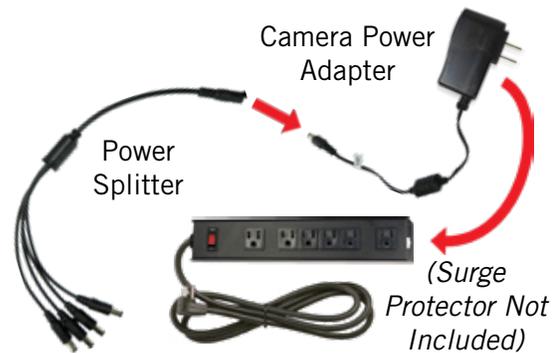
9 Connect the power splitter to the camera power adapter and plug the adapter into a surge protector or Uninterruptible Power Supply (UPS).

(Surge Protector Not included)

10 Connect the DVR power adapter to the Power Input on the rear of the DVR.

11 Plug the DVR power adapter into a surge protector or Uninterruptible Power Supply (UPS).

Booting Up for the First Time

Startup Wizard

1 When you power on the DVR you will be prompted with the following screen. Please follow the instructions to complete the Startup Wizard.

Important… Please Read

2 On the **Password Creation** screen, please note the following:

Admin Account Creation
By default, the username will be **admin**. It must remain **admin** upon your initial account configuration. However, you may add additional users at a later time.

NOTE: Password can be any alphanumeric combination between 6 and 20 characters.

Recovery Email Address
Please ensure you provide a valid email address in case your ever forget your account information.

NOTE: You MUST enter a VALID email address. If you don't, you will have to call Tech Support to reset your password, and that just seems like a waste of time.

Remember Your Password
Night Owl strongly recommends writing down your password within the Quick Setup Guide. You will need it every time you log into your DVR and to remotely view on a Smart Device.

Write your password here:

Mounting Guide for Your Intelligent Cameras

Your cameras, when properly placed, use **Human Detection** and **Facial Capture with Recognition** to reduce false alerts. The technology is fantastic, but it does require meeting certain conditions to get the best results. When mounting your cameras, keep the following tips in mind.

10 ft. -

Facial Capture with Recognition
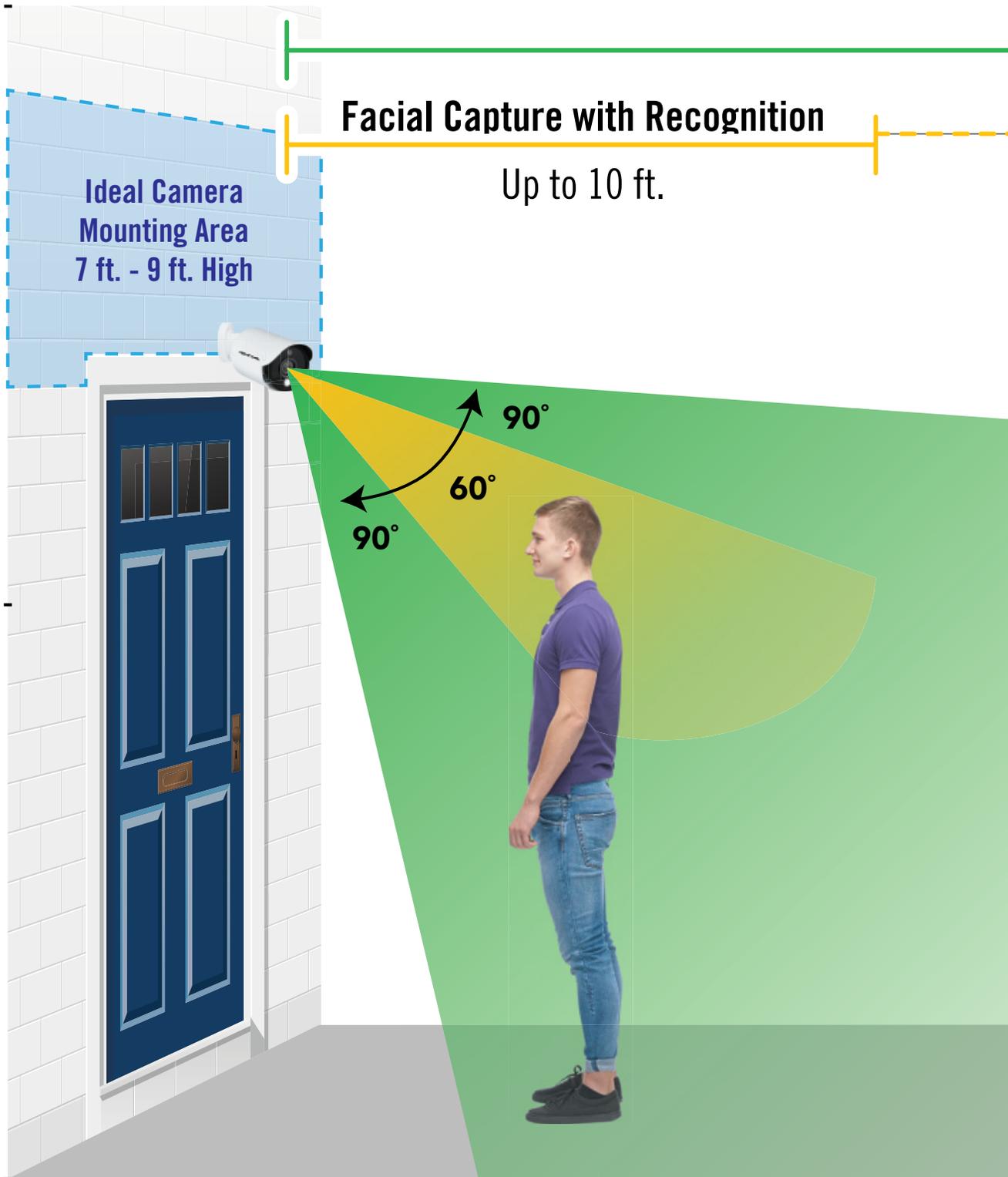
Up to 10 ft.

Ideal Camera Mounting Area 7 ft. - 9 ft. High

90°

60°

90°

5 ft. -

0 ft. -

For Your Information

- Changes in lighting and environmental conditions may cause false alerts.
- Changes in a person's look (glasses, hats, beards, etc.) may affect the recognition process.
- The corners of the camera's field of view may not be as accurate.

Human Detection

Up to 40 ft.

1 Mount the camera 7 – 9 ft. high.
2 Angle the camera so it points in the direct line of sight to a person's face.
3 The person needs to look directly into the camera.
4 Detection occurs when a person is within a 60˚ field of view.
5 Lighting needs to be optimal, meaning the face needs to have good light around it.
6 To be recognized, a person needs to be standing still or walking at a normal pace. If the person is running or walking fast, recognition is not guaranteed.
7 The camera detects a "Face" up to 10 ft. away.

1 The cameras detect a human up to 40 ft. away.
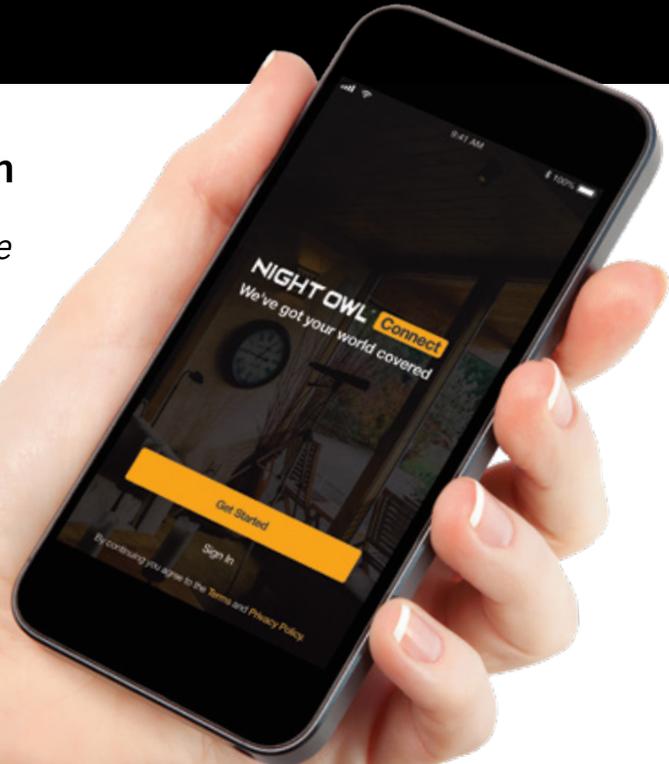2 Detection occurs when a person is within a 90˚ field of view.

*Under ideal conditions

Using Night Owl Connect

Download and Install Application

1 Download the app from the *App Store* or *Google Play Store* and install the application on your device.

NOTE: Setup is the same for Smartphone and Tablet.

2 Create an account using an email address for the username and a password between 6–20 characters.

3 After completing the account setup and verification process, sign into the app and tap the "+" symbol to add a device.
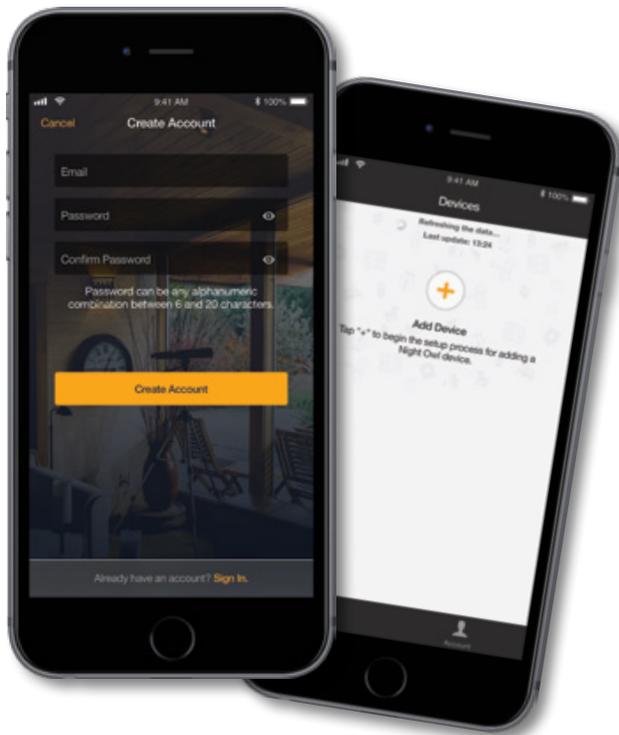
The Night Owl Application will lead you through the rest of the setup process.

Connecting and Adding your Device

NOTE: When adding a new device, it may take 5–10 minutes before you begin receiving notifications.

A device can be added to the Night Owl Connect App by using the application's **Smart Auto Detection** or through a **QR Code Setup**. With Smart Auto Detection, your DVR will automatically be detected by the Night Owl Connect software, making connecting easy! To use this preferred method, ensure your Smart Device and DVR are both on the same network.

WIFI

Ethernet Cable

NIGHT OWL
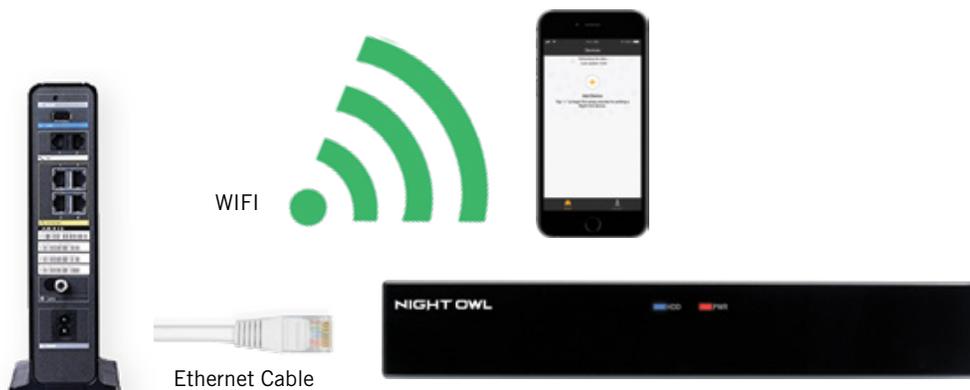
❹ Adding a Device

To begin adding a new device, first select the yellow plus sign within the Device menu. Then select your device type from the Device list and follow the on screen instructions.

④A Smart Auto Detection

If your DVR and Smart Device are running Night Owl Connect on the same network, the Smart Auto Detection will find your DVR. If this method is not available, please use the QR Code Setup from step 4B below.
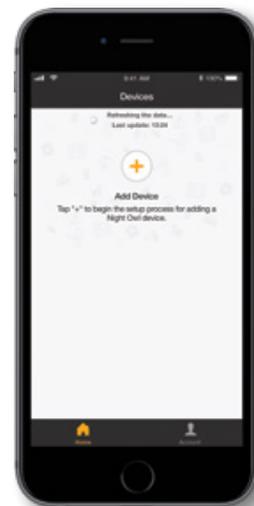
④B QR Code Setup

To use the QR Code Setup, select Setup device by QR Code and hover your Smart Device camera lens over the QR Code located on the top of your DVR.

Using Night Owl Connect

5 On the Device Login screen, enter the login information for the DVR (Remember, the DVR login and Night Owl Connect App login are different). The DVR username is **admin** by default. If you are not the **admin**, login with your username credentials.
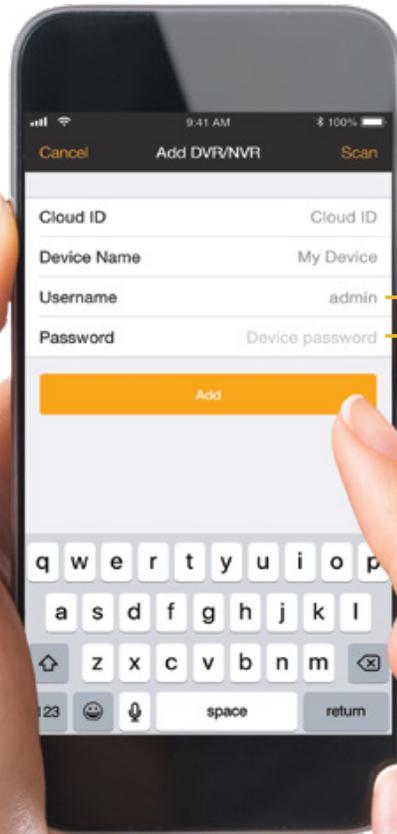
admin is case sensitive (all lowercase).

The password will be the same password you created during the Startup Wizard and should be stored in your QSG.
NOTE: **This is the password of your DVR, NOT the password used to login to the Night Owl Connect App.** You must key the DVR password verbatim to add it to the app.

FAQs

1. Does my DVR have to be connected to the Internet?
Your DVR does not require an Internet connection for basic operation, but you will need to connect the DVR to your router to remotely view your system on a PC/Mac® or Smart Device.

2. Does my DVR have to be connected to a TV or monitor?
For initial setup, you will need to connect your DVR to a TV or monitor. After completing the initial setup, your DVR does not need to be connected to a TV or monitor to view or capture recordings. You can view your system using the Night Owl Connect CMS Software on a PC/Mac® or by downloading the Night Owl Connect App on your Smart Device.

3. Are my cameras weatherproof?
Yes, your cameras are weatherproof and will endure minimal moisture and dirt/debris. However, Night Owl strongly recommends placing all outdoor cameras under an eave or awning to help shield them from overexposure to the elements, which could reduce your camera's lifespan.

4. Why does my camera stop working at night?
Your camera might not be receiving enough power for the LEDs needed for Night Vision. Plug the camera directly into the camera power adapter (bypassing the splitter) to see if the LEDs turn on. If they do, you may need to purchase an additional camera power adapter for that camera.

5. Why is the Night Owl Connect App not accepting my password?
Night Owl Apps require two passwords. One is for logging into the app, and the other is the DVR's admin password. To add a device to the app, enter the DVR's admin password. Remember, you MUST confirm your email by clicking the "Confirm Email" link in the verification email sent by Night Owl during setup.

6. Why can't I connect using the Night Owl Connect App or Night Owl Connect CMS Software?
If you are having trouble connecting using the mobile app or client software: A) your system may not be connected to a router; B) the latest firmware or client software may not be installed; C) the DVR password was entered incorrectly; D) you may need to restart your DVR; E) the network upload speed may be too slow, contact your ISP.

![NIGHT OWL logo]

Need Help?

For system manuals, troubleshooting guides, FAQs, video tutorials and more:

Please refer to the sticker located on top of the device for steps on how to access your product's support material.

NEED SUPPORT?
1. Please visit www.NightOwlSP.com
2. Click **Support** on the top of the homepage.
3. Type **WXYZ** in the top right search bar.

With the use of your
Night Owl App, scan
now for remote viewing
on your Smart Device

Contact Us

PHONE (English, Spanish & French)
Technical Support
1.866.390.1303
Live Chat 24/7, 365 days a year

Pre-Sales Support
1.866.979.0580

EMAIL
Sales Support
Sales@NightOwlSP.com

Technical Support
Support@NightOwlSPSupport.com

WEBSITE
24/7 Product Support
• How-To Videos
• Manuals

www.NightOwlSP.com